

Notes from CaER I SO Implementation Team Meeting  
(January 17, 2002)

Susan Cloud wanted the I SO reps. "good preparation" for the upcoming audits and really focus on Continuous Improvement and Customer Satisfaction.

The MSFC Integrated Document Library is being re-organized. The documents had been listed according to the 20 Elements (under the old scope). The 20 Elements were incorporated into the 8 major clauses (under the new scope) so the library is being updated accordingly.

Mike McClean reported on the status of what are we doing Center-wide as far as CI /CS is concerned.

- He reminded everyone that the CI and CS websites could be accessed through the I SO Homepage. He said the Customer Improvement website is up and running and he considers it a "repository of success stories" concerning Continuous Improvement efforts here at the Center.
- He also reported that the Customer Satisfaction survey was not quite in as good condition but the website was being worked on to get everything squared away and working properly.
- The CaER Customer Satisfaction survey is being worked on (Trisha Kennedy is the POC for that survey).

Everyone was urged to go out and look at the websites and become familiar with them.

The issue of how Customer Satisfaction reporting should be done by organizations came up and Mike stated that the Center would not

dictate how each office obtains CS results (whether it be e-mails, letters of appreciation, surveys, etc.) He stated that each organization would be responsible for coming up with their own method of obtaining Customer Satisfaction information.

A recommendation was made that a good way to achieve the best Customer Satisfaction results would be to use some type of survey and also have a face-to-face meeting with the customer (if possible) to determine their overall satisfaction level.

A question was asked about consolidating the CS information from various sources, and again Mike stated that this would be the responsibility of the individual organization.

Angela Story stated that she had sent out a request to all of the CaER managers asking for them to send her 4-6 questions to use in gauging their customer satisfaction. This information is due back to her on January 25, 2002.

CaER expectations (from Susan): Be diligent about recording comments both good and bad. She suggested that the managers review the comments on a periodic basis in order to have an idea of what is being input into the system.